



Job Title	Sales Tax Enforcement Supervisor	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	1	Job Code	16068

Class Specification – Sales Tax Enforcement Supervisor

Summary Statement:

The purpose of this position is to collect delinquent sales and use taxes; conduct investigation on sales and tax issues utilizing pertinent federal, state, and municipal laws, codes, and regulations. This is accomplished by contacting vendors through multiple lines of communication such as phone calls, mailing, personal interviews, field calls, and electronic correspondence. Other duties include organizing and presenting a quarterly sales and using tax class to local vendors and representatives. Supporting and coordinating of efforts with Sales Tax Auditors, Sales Tax Technician, City Clerk, City Attorney's Office, Municipal Court, EL Paso Country Health Department, City of Colorado Springs Police Department, Regional Building Department, and State of Colorado.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
60%	Collect delinquent sales and use tax by contacting or locating taxpayers to include outside field calls; determine amount owed; enforce legal actions; conduct property seizures and sales and file property liens; supervise, organize, and review the work of lower level staff as assigned; and compile reports for management.
25%	Perform taxpayer customer service by educating taxpayers on the city sales tax code; respond to taxpayer questions; and conduct property seizures and sales and file property liens.
10%	Review asset purchase to determining use tax liability by obtaining purchase agreements or leases from taxpayers; and review all furniture, fixtures, and equipment in the business.
2.5%	Investigate and contact non-licensed businesses by determining if the business needs to be licensed; respond to citizen complaints; systematically viewing local publications and media outlets; and contact the vendors if a license is needed.
2.5%	Provide assistance to special events by contacting promoter or property owner prior to event date; determine if a license is required for event; and calculate the proper bond amount if required.



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Competencies Required:

Human Collaboration Skills: Decision regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a technical field: Work requires a comprehensive practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to completion of the twelfth grade (high school diploma or GED) supplemented by college level course work in accounting, bookkeeping, auditing, or a related field.

Experience: Five years of full-time responsible auditing, accounting, or tax collection experience, and two years of supervisory experience.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.



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Supervision Exercised:

Work requires supervising and monitoring performance for a regular group of employees or department including providing input or hiring/disciplinary actions and work objectives/effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.

Supervision Received:

Receives General Direction: This job title normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility:

This job title has no budgetary responsibility.

Physical Demands:

Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Seasonally
Wetness and Humidity	Seasonally
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Rarely

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office and specialized sales tax software.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: December 2014